



Administrative Assistant 1

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$60 billion in assets through its various investment programs. We administer the State's Retirement Program, RetireReadyTN, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position reports to the Supervisor of Retirement Benefits in the Member Services division of the Tennessee Consolidated Retirement System, and plays a critical role by providing exceptional customer service, managing multiple recurring duties and maintains updated records of work assigned and distributed to staff members.

Key Responsibilities:

- Monitor and respond to members' questions on behalf of the Member Services team. Assists with and maintain records of questions that need additional research.
- Assist supervisor in employer correspondence.
- Assign requests to staff through our electronic work manager.
- File and track adjustment requests.
- Cross train and provide support to other members of the administrative staff.
- Answer phone calls as needed.
- Research projects and other duties as assigned.

Minimum Qualifications:

- Associate's degree from an accredited college
- Experience equivalent to one year of full-time administrative type duties.
- A successful candidate will be self-motivated, eager to assist with projects and have a strong level of attention to detail.

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